

P R O P O S A L



REQUEST FOR INFORMATION (RFI)
BROADBAND INFRASTRUCTURE UPGRADE AND EXPANSION

**Time Warner Cable Enterprises Response to Louisville
Metro Government - RFI for Broadband Infrastructure
Upgrade and Expansion**



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Executive Summary

January 31, 2014

Ted Smith
Chief of Economic Growth and Innovation
Department of Economic Growth and Innovation
444 South Fifth St., Ste. 600
Louisville, KY 40202

On behalf of the more than 1,000 Time Warner Cable (“TWC”) employees who call Louisville home, TWC is pleased to provide this Response to Louisville Metro Government’s RFI for broadband infrastructure upgrade and expansion. Time Warner Cable is proud to serve the Louisville community and deliver cutting edge digital technology and a rich range of home entertainment and information choices for the whole family to enjoy.

The cable industry’s history in Louisville is marked by investment. Little more than a decade ago, residents of the Derby City had no access to digital television, no high-definition HD channels, competition in the home telephone market was non-existent, and the fastest Internet speeds available were just barely better than dial-up.

Cable changed all of that.

It's in that proud tradition that Time Warner Cable today offers the fastest Internet speeds in the region, the best in HD, and rock-solid reliable phone service. In just the last few months, TWC has also launched new products and features, including the TWC TV and Watch ESPN Apps which give customers the opportunity to enjoy their favorite TV channels anywhere on their tablets, smartphones and PC's and more. And, just recently, we launched Intelligent Home, a complete home automation and security system available throughout Louisville.

In today's ever-changing world, we also recognize that broadband is a gateway to opportunity and achievement for Louisville’s business community. That is why we have deployed thousands of miles of fiber and coaxial infrastructure across Louisville, providing ultra-high-speed fiber services to hospitals, schools, universities, and Louisville’s cornerstone facility, the KFC-Yum! Center, where TWC is the “Official Advanced Communications Provider.”

Here at Time Warner Cable, our focus is on ensuring Louisville has the next generation network and services that will help grow the economy, and create jobs and opportunities for individuals and businesses. We believe that our highly reliable, scalable and completely fiber optic Metro Ethernet WAN as well as Hybrid Fiber-Coax solutions provides the infrastructure backbone that will meet the needs of this community for many years to come.

This RFI response provides a conceptual framework of the technology; services and partnership areas that TWC would like to discuss in order to define possible long-term solutions. TWC looks forward to continuing our strong working relationship with Louisville Metro as we continue to develop the next generation network this community deserves.

Sincerely,

A handwritten signature in black ink that reads "Ellen Call". The signature is written in a cursive, flowing style.

Ellen Call

Director, Government Relations

TWC Overview

Our History

In 1949, entrepreneurs using simple antennas and Army-surplus coaxial cable created the country's first cable television system and revolutionized the way Americans watched TV. More than fifty years later, Time Warner Cable, as the second largest multiple service provider, owns and manages advanced, well-clustered cable systems across the United States. Today, Time Warner Cable offers cutting edge digital technology, a rich range of home entertainment and information choices for the whole family to enjoy, and business to rely on superior service that demonstrates customer satisfaction is our number one priority. For more on our history, visit the interactive site, [Making Connections: Time Warner Cable and the Broadband Revolution](#).

Key Milestones

Time Warner Cable has a long history of leadership within our industry and has led the way in technical innovation through the use of fiber optics to improve and expand our cable products and services.

- 1968: American Television and Communications (ATC) is founded, planting the roots of today's Time Warner Cable.
- 1973: Time Inc. acquires 9% of ATC (and, five years later, agreed to acquire 100% of the company); Warner Communications forms Warner Cable.
- 1989: Merger of Time Inc. and Warner Cable announced, later to become Time Warner Inc.
- 1992: ATC and Warner Cable become Time Warner Cable; NY1 News is launched in New York City.
- 1996: RoadRunner®, the first cable-delivered high speed Internet service, is launched.
- 1999: Digital cable and Video On Demand launched.
- 2003: Digital phone service launched.
- 2005: Triple Play offering is rolled out.
- 2006: Time Warner Cable gains additional systems and employees with Adelphia acquisition.
- 2007: Time Warner Cable becomes a public company.
- 2009: Time Warner Cable separates from Time Warner Inc.
- 2011: Time Warner Cable acquires NewWave Communications cable systems and business services subsidiary NaviSite, to enable "cloud" services.
- 2012: Time Warner Cable acquires Insight Communications.
- 2013: Time Warner Cable acquires DukeNet

Technological Leadership

Time Warner Cable has a long history of leadership within our industry and has led the way in technical innovation through the use of fiber optics to improve and expand our cable products and services.

- In 1994, Time Warner Cable became the first cable company to be honored with an Emmy® Award by winning the Engineering Award for Outstanding Achievement in Technological Development. This recognized our pioneering work in using fiber optics to transmit broadband signals, a development that helped enable the convergence of the cable television, computer and telephone industries. In addition, the company has earned two more Emmy Awards for Video on Demand and Start Over.
- By 2001, we completed a nationwide system upgrade to create a hybrid fiber coaxial cable network, resulting in the development of new, exciting services including Digital Cable, Video on Demand, Digital Video Recorder, High Definition Television (HDTV), High Speed Online access via cable modem, Digital Phone, Start Over, Quick Clips, Active Advertising and more.
- In 2002, we launched Video on Demand, allowing customers to order movies and other programming instantly and to control the program with features like rewind, fast-forward, pause and stop.
- Time Warner Cable has more than 10.9 million residential High-Speed Data customers. We also offer a Wireless Home Networking service, which gives all computers in a home access to a single high-speed cable modem.

Our Reach

- Time Warner Cable Inc. (NYSE: TWC) is among the largest providers of video, high-speed data and voice services in the United States, connecting more than 15 million customers to entertainment, information and each other. Time Warner Cable Business Class offers data, video and voice services to businesses of all sizes, cell tower backhaul services to wireless carriers and managed and outsourced information technology solutions and cloud services. Time Warner Cable Media, the advertising arm of Time Warner Cable, offers national, regional and local companies innovative advertising solutions. More information about the services of Time Warner Cable is available at www.twc.com, www.twcbc.com and www.twcmedia.com.
- Time Warner Cable serves customers in the following 29 states: Alabama, Arizona, California, Colorado, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Maine, Massachusetts, Michigan, Missouri, Nebraska, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington, West Virginia and Wisconsin.
- Time Warner Cable employs more than 51,000 people across the U.S.
- Time Warner Cable owns and provides customers with exclusive, local, all-news TV channels in New York, North Carolina and Texas that give viewers content targeted to their community interests and concerns.

Our Customers

- 15.0 million customer relationships
- 11.2 million residential video subscribers
- 11.1 million high-speed data services to residential customers and a growing number of business customers
- 4.8 million residential Voice subscribers

Stock Symbol

NYSE: TWC

Numbers based on 4th Quarter, 2012 financial results

Award-Recognized Customer Service

Time Warner Cable's voice, data, video and security solutions are enhanced by award winning customer service and local support teams.

Financial Stability

Time Warner Cable also means financial stability. TWC has the financial resources and the strategic commitment to maintain and grow its network and support services in step with our customers' growing needs.

Time Warner's current Earnings Release and other relevant financial results are available at www.twc.com/investors.

TWC Residential Service Capabilities

Residential:

TWC offers multiple tiers of high-speed data service providing various service speeds and other attributes tailored to meet the different needs of its subscribers. TWC is capable of delivering the Louisville Metro Government (LMG) with advanced services to the target communities. To that end, we are capable of enhancing our investment in the target markets to deliver Internet speeds much faster than are in place today, based on favorable results via the RFI process. For the Louisville community, we also are capable of working with universities and others, to plan and deploy next generation network services and applications. To that end, we are capable of the following:

- Upgrading our existing Hybrid-Fiber Coax (HFC) network to satisfy the vast majority of the residential demand and to deliver speeds measured in the hundreds of megabits per second (Mbps). Today, the majority of our footprint has a maximum speed of 50/5 Mbps with some markets with 75/5 Mbps or 100/5 Mbps tiers. We are upgrading two of our biggest markets to offer speeds up to 300/20 Mbps in 2014.
- For more advanced customers that desire even more speed, we can provide service up to 1 gigabit in qualified areas, based on sufficient customer demand, delivered via an overlay network. Additionally, TWC is willing to work with LMG to proactively identify areas (based on demand), within which we can build out “experimental” neighborhoods to test ultra-high-speed network services.
- For low-income communities, we can offer a deeply discounted version of our HSD services to deliver a robust broadband experience.
- In addition, we can provide communication tools and personalized services, including email, PC security, parental controls and an advanced wireless gateway with the latest Wi-Fi standards.

TWC Residential Service Offerings

1. Residential services

a. High Speed Data

1. Broadband (DOCSIS 3.0 based) Services
2. Home WiFi
3. Email Services
4. Computer Security Software
5. Parental Controls for Computers

b. Voice

1. Home phone solutions (local, long distance and international)
2. Calling features Caller ID, Call Waiting, Speed Dial, Call Forwarding, Voicemail
3. Caller ID on TV
4. Online access to Voice Zone

c. Video

1. Digital Video Services
2. HDTV
3. Digital Video Recording (single or multi-room)
4. Start-Over and Look Back
5. 3D TV
6. Access to video services from iPad, iPhone, Android tablets and phones, Roku, and Xbox
7. On Demand
8. Parental Controls

d. Value Added Services

1. Signature Home
 - a. All the best services with dedicated support
 - b. Priority reservations made according to your schedule
 - c. Signature Home-trained technician will install and customize your devices and services for no additional charge.
 - d. Specially trained Personal Solutions Advisors (PSA) provides 24/7 help by phone and online chat
2. Intelligent Home Security
3. TWC WiFi

TWC Residential Product Descriptions

Residential High Speed Data

TWC High Speed Data offers multiple tiers of service providing various service speeds and other value-added services such as Home WiFi, Email, Security Software and Parental Controls, all tailored to meet the different needs of its subscribers.

FEATURES

BENEFITS

Broadband Services

Multiple tiers of service and speed offerings ranging from 2/1 Mbps up to 100/5 Mbps.

Ideal for everyday use - online shopping and banking, watching videos online, downloading apps and more.

Higher speeds allow customers to download large files, play online games and watch streaming video without buffering. The network and these speeds will also support the most state of the art applications that we can conceive of, whether we are talking about remote telemedicine & education, advanced imaging, high-definition video conferencing, etc.

Home WiFi

Set up a wireless home network and connect multiple WiFi-enabled devices to the Internet over one superfast wireless connection.

Email Services

Set up multiple email accounts for many different purposes - personal, small business, kids' accounts, sports teams, clubs and more. Enjoy between 5 and 30 free accounts depending on your Internet plan.

Security Software

Detect, block and remove viruses and spyware, scan for malicious code on storage devices, like external hard drives, and stay up to date with automatic updates.

Home Phone

TWC Home Phone offers an advanced, features-rich residential phone service that includes unlimited local, intrastate and long-distance calling within the United States, Canada and Puerto Rico, remote access features and VoiceZone™, our online management portal – all delivered over our private network at one low monthly price.

FEATURES

Over a dozen calling features are included at no additional charge.

VoiceMail

VoiceZone™

Online management portal

VoiceMail to Text

VoiceZone Connect

MyTWC

Other Calling Plans available:

Unlimited In-state

Unlimited Local Only

International Calling Plans available:

Global Penny Phone Plan

International OnePrice®

TWC's private, reliable and secure network is used to deliver Home Phone service to customers

BENEFITS

Use one or more of the calling features (such as, Caller ID, Call Forwarding, or Selective Call Blocking) to customize and enhance your Home Phone service in order to maximize calling effectiveness.

Records messages even when you're on another call. Retrieve your phone messages from any phone, your email or online with VoiceZone™ Visual VoiceMail.

Manage your voicemail and Home Phone features with our online portal. Modify those features any time as your needs change.

View and download transcribed versions of your voicemails. Have voicemail emailed or texted to you. (English or Spanish voicemails can be transcribed.)

These applications for computer or smart phone allow access to Home Phone from wherever you are. You can get Caller ID prompts, forward calls, view Visual VoiceMail and manage select Home Phone features.

The Unlimited In-state plan is perfect for customers who call mainly within their home state. Unlimited Local Only is a pay-as-you-go plan where all long distance calls are charged on a per minute basis. The Local Only plan is perfect for customers who rarely make long distance calls.

The Global Penny Phone Plan provides competitive international calling per-minute rates to over 200 countries for a low monthly cost. Call over 40 international destinations for a low 1¢ per minute.

The International OnePrice includes 1,000 minutes of talk time to over 100 countries for a flat monthly charge. Low per minute rates if you surpass your monthly plan limit or call destinations not included in the plan.

Unlike other VoIP services, Home Phone utilizes our network to transport calls. Therefore, calls are crystal clear and more reliable.

Time Warner Cable TV

Connect more than your TV. Come home to a world of entertainment waiting for you. From your TV to your tablet you can enjoy what you want, like never before.

FEATURES

DVR/HD-DVR

Whole House DVR and Whole House On Dem

BENEFITS

Set series recordings,
Pause live TV and watch TV when it's convenient for you

Begin watching a show in one room and continue in another room.

Plus many Digital TV features available at no additional Cost

Remote DVR Manager

DVR customers can search for their favorite actors, content, movies or shows and record them from anywhere

TWC TV

Use your favorite devices to access up to 300 live TV channels and more than 5,000 On Demand TV shows and movies

Look Back

Go back within a 3-day window in the menu to watch Primetime programs you may have missed, even if you don't have a DVR.

Start Over

Whether you are channel surfing or running late, never miss the beginning again.

Clips and Extras

Allows for instant access to short form video from your favorite channels.

TWC Value Added Services (VAS)

IntelligentHome

TWC IntelligentHome is More than home security, its home intelligence. It's a next generation home security and energy management system residents can control from anywhere.

FEATURES	BENEFITS
Always on	TWC's 5-diamond rated Emergency Response Center monitors and protects residents 24/7.
Check in when you're out	View live video and see for yourself that all is well at home.
Lighting and thermostat controls	Keep your home comfortable and efficient when you're away, with remote access.
Everyday apps	Check the weather, news and more from your in-home touch screen
Easy installation	No holes or drilling required. Runs over your broadband, so there's no need for a landline.

SignatureHome®

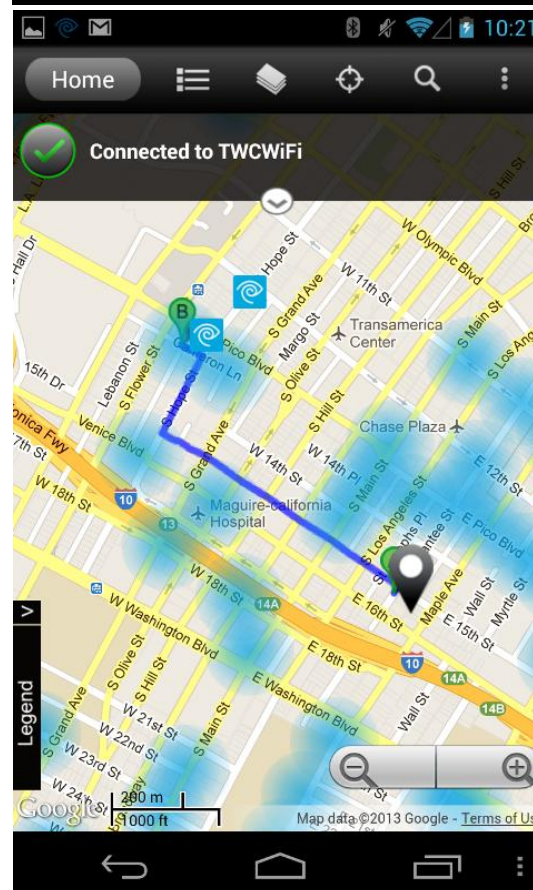
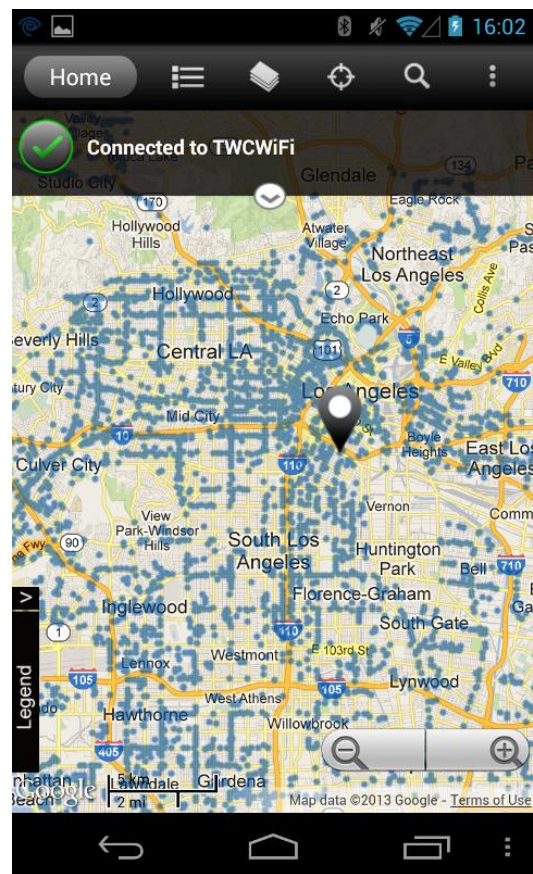
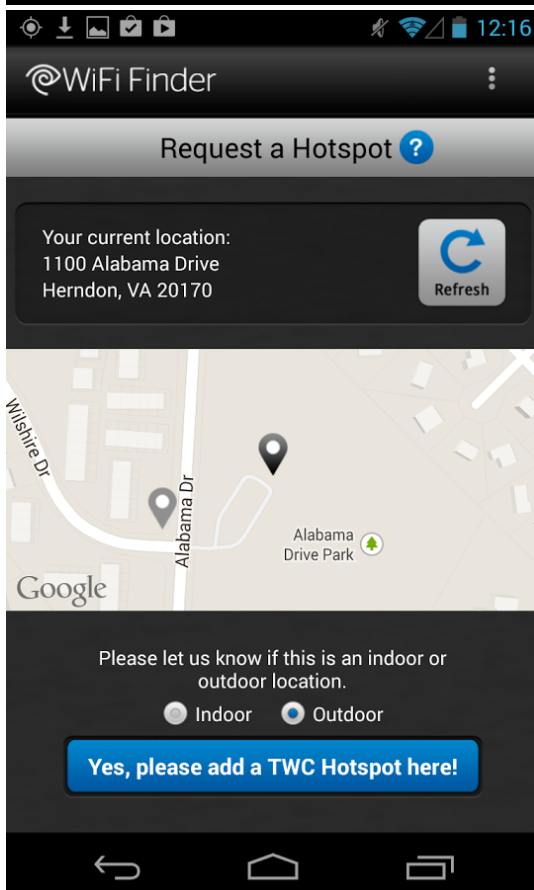
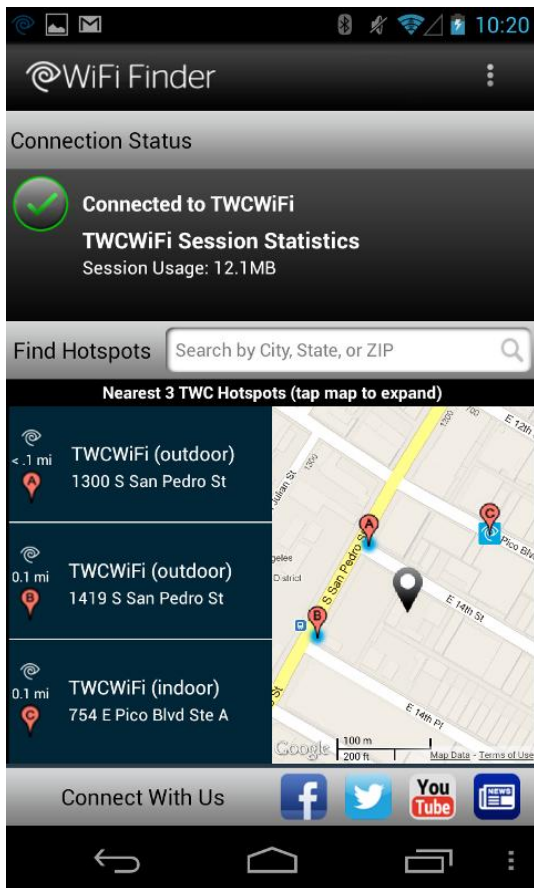
SignatureHome® is TWC's premium level of products and service. With SignatureHome, your home and technology is integrated, with customized services like advanced TV, our fastest Internet, and smarter Home Phone, and exceptional SignatureService®.

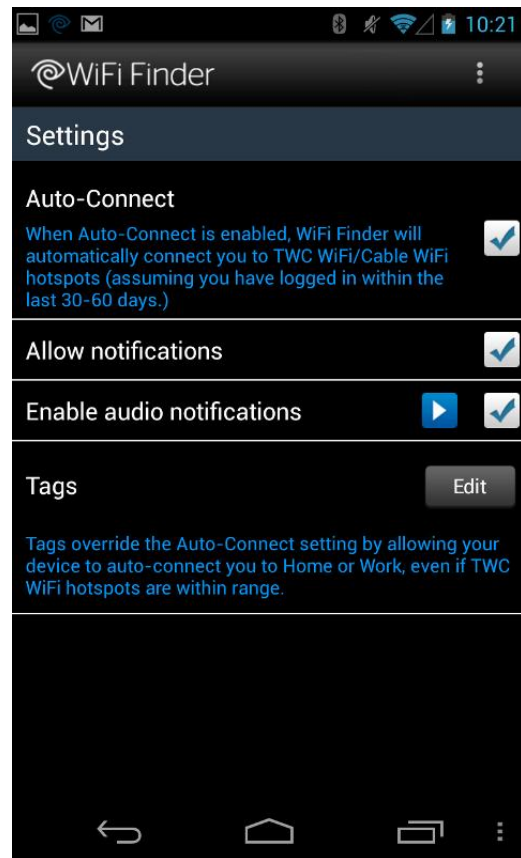
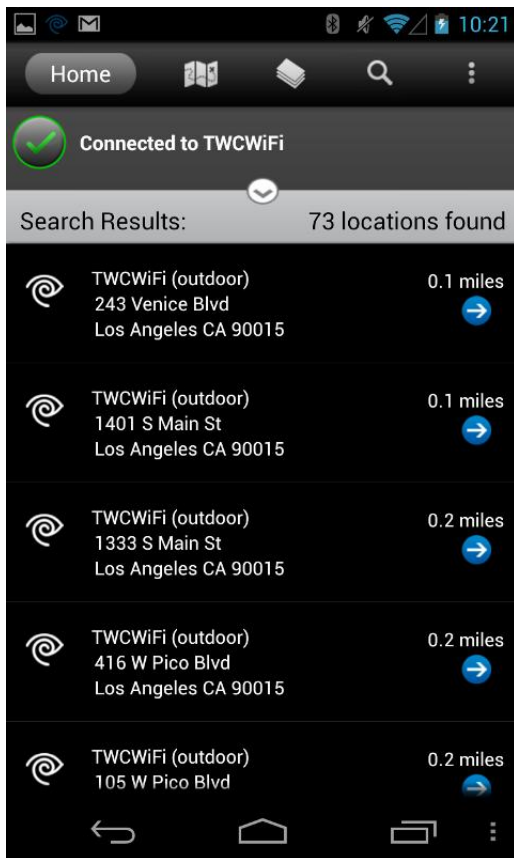
FEATURES	BENEFITS
LookBack®, StartOver® and TWC TV®	TV exactly the way you like it
Whole House HD-DVR	Record in one room and watch in another
Fastest Internet available	Up to 50mbps, with free Home WiFi so you can connect multiple devices, and free TWC WiFi™ hotspots
Home Phone with VoiceZone™	You can manage your phone messages from any phone, your email and online
Easy Installation	Priority reservations made according to your schedule
Certified Technicians	A specially trained SignatureService® certified technician to install and customize all your devices and services
Always Available	A team of SignatureHome® Personal Solutions Advisors available 24/7 by phone or online chat

TWC WiFi

TWC WiFi Hotspots offer free wireless access for eligible TWC Internet customers. Connect to a hotspot using your smartphone, tablet or other Wi-Fi enabled devices for Internet access when you're on the go.

FEATURES	BENEFITS
Free wireless connectivity on the go	Get fast, reliable connections for your wireless devices when you're on the go. It's free for TWC customers with Standard Internet or higher.
WiFi Finder mobile applications for smartphones and tablets	The free WiFi Finder app connects your smartphone or tablet to hotspots nationwide. Download the free app now and find a hotspot near you.
Access Pass	If you don't subscribe to TWC Internet Standard Internet speed or above, you can still access our TWC WiFi™ Hotspots by using a TWC Access Pass. These can be purchased when you first connect to a TWC WiFi™ Hotspot to give you access for an hour, 24 hours, 7 days or 30 days. You can also try our TWC Access Pass for free for 30 minutes.
Free access to partner WiFi networks through CableWiFi	CableWiFi™ is a WiFi roaming partnership created through a collaboration of U.S. Internet Service Providers that includes Bright House Networks, Cablevision, Comcast, Cox Communications and TWC. With this collaboration, you can take advantage of free access to the collective network of over 200,000 WiFi hotspots.





TWC Residential Customer Care Overview

At TWC, our main priority is giving customers the support they need to get the most out of their communication services.

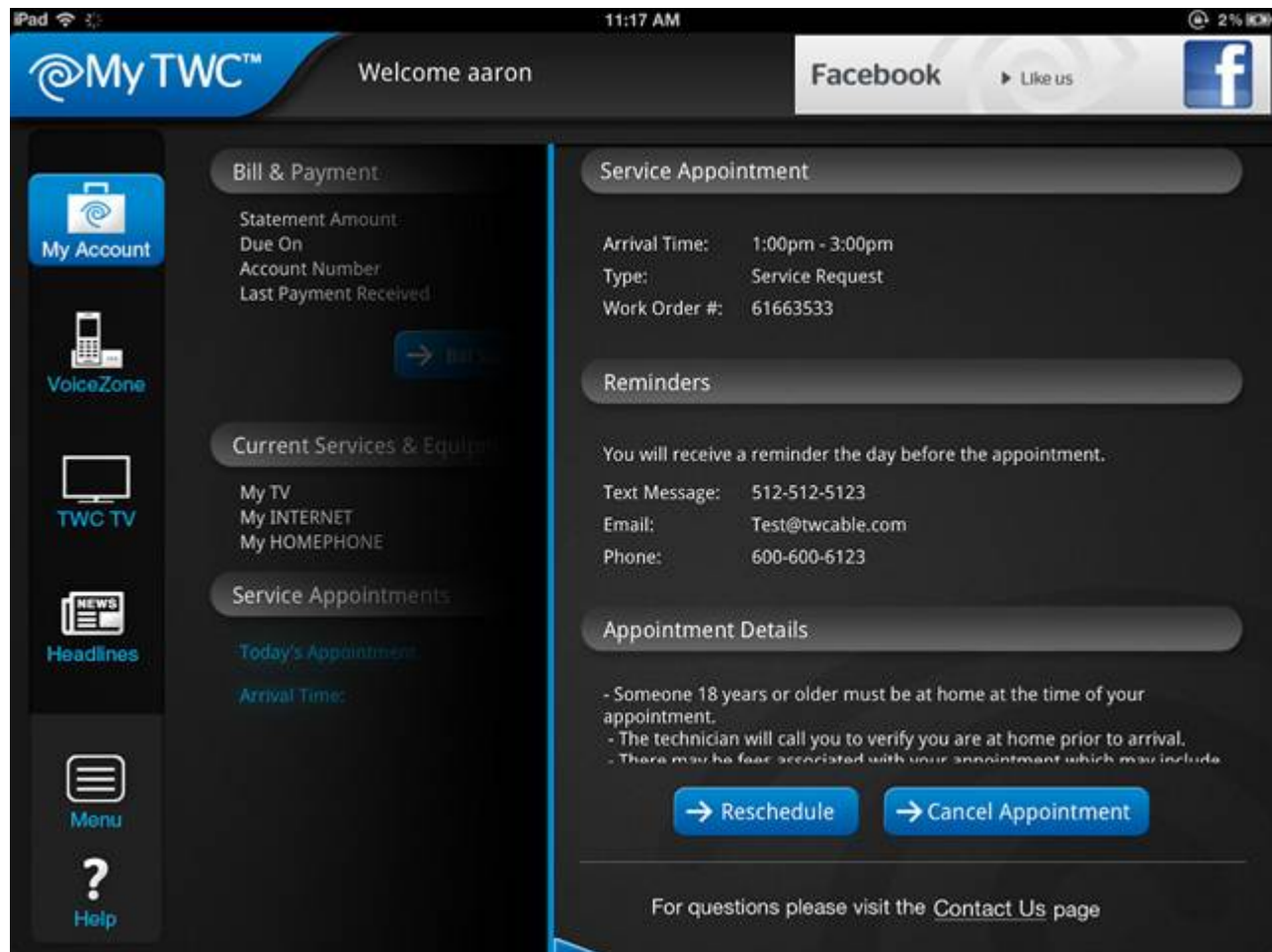
- **Call Us:** Billing questions 7AM – 11PM / Technical Support 24x7
- **Live Chat:** Chat with a live representative 24x7, chat is available at TWC.com and through our MyTWC mobile app
- **Social Media:** Find us on Facebook, Twitter, or YouTube
- **Self Service:** Available anytime our automated phone system, MyTWC mobile app, and the MyServices online portal help with paying your bill, managing your account, troubleshooting your services, and provide the ability to verify, cancel, or reschedule your upcoming appointments.

MyServices available @ TWC.com

The screenshot shows the 'MyServices' web portal. At the top, there's a navigation bar with 'My Account' (selected), 'My Profile', 'My TV', 'My Internet', and 'My Home Phone'. Below this is a 'My Account' section with a 'Live Chat' button and 'Quick Links'. The main content area is titled 'Billing' and 'Pay My Bill | Return to Bill Summary'. It shows a progress bar with four steps: '1. Payment Type' (selected), '2. Enter Amount', '3. Verify', and '4. Thank You'. Under 'Step 1: Select Your Payment Method', there are two main options: 'Make a One-Time Payment' (selected) and 'Sign-up for Recurring Payments'. Under 'Make a One-Time Payment', there are two sub-options: 'Credit Card or Debit Card' (selected) and 'Bank Account'. At the bottom, there are buttons for 'Cancel' and 'Continue >'. A footer bar contains links for '+ Payment History', '+ Recent Activity', and '+ Statement Preferences'.

The screenshot shows the 'MyServices' mobile app interface. At the top, there's a 'MyServices' header with a 'Menu' icon. Below this is a 'My Account' section. The main content area is titled 'Billing' and 'Pay My Bill | Return to Bill Summary'. It shows a progress bar with four steps: '1. Payment Type' (selected), '2. Enter Amount', '3. Verify', and '4. Thank You'. Under 'Step 1: Select Your Payment Method', there are two main options: 'Make a One-Time Payment' (selected) and 'Sign-up for Recurring Payments'. Under 'Make a One-Time Payment', there are two sub-options: 'Credit Card or Debit Card' (selected) and 'Bank Account'.

MyTWC Mobile App



TWC Business Class Service Offerings

Business Class:

TWC will extend our advanced fiber optic network to serve institutional and commercial customers in an LMG target areas as contracts are secured from these customers. For the LMG communities that commit to work with TWC, we are capable of the following:

- Provide dedicated Internet access to organizations with multiple branch offices or large number of telecommuting employees. The access will be provided on a high-capacity fiber network that can deliver a dedicated and continuous link between your local area network (LAN) and the Internet.
- Deploy Ethernet solutions to businesses with multiple locations in need of a secure and private networking solution to connect them together. With TWC Business Class Ethernet Solutions, customers will benefit from flexible network configurations that can provide ubiquitous connectivity over our secure and wholly owned network infrastructure. These solutions will allow businesses to be more productive by extending the reach of their local area networks (LANs), whether in urban locations or outlying sites.
- Provide IP VPN service, which delivers secure, site-to-site connectivity between locations via a secure virtual private network (VPN) connection. IP VPN works with existing Internet connectivity solution to enhance the secure exchange of information among sites. In addition, Time Warner Cable Business Class offers a VPN option with enhanced service level agreements (SLAs) that provide more robust monitoring and management to help ensure optimal performance and reliability.

TWC Business Class Service Offerings

A. Business Services

A Metro Ethernet

Point-to point, Point-to-multipoint and Meshed WAN services

B. Dedicated Internet access

Tiered bandwidth with SLA's agreements

C. High Speed Data

Broadband (DOCSIS 3.0 based) Services

Private Networking Services –Ethernet solutions, IP VPN

Customer Build solutions

Online backup

Web hosting

Static IP

Hosted Exchange

Domain Name Services

D. Voice

Business phone solutions (local, long distance and international)

Calling features Caller ID, Call Waiting, Speed Dial, Call Forwarding, Voicemail

Toll free services

E. Video

Business focused video solutions (hospitality, restaurants, bars, offices, etc.)

Music Choice

Video Transport

F. NaviSite

Cloud Service

Managed Applications

Managed Hosting

TWC Business Class Product Descriptions

Business Class Internet Access

Internet Access is a core commercial product offering that can provide always-on Internet access via a cable modem or cable router. Access is available in multiple speed tiers based on customer needs. The service utilizes the TWC Business Class Hybrid Fiber Coax (HFC) network.

FEATURES

Quick and Easy Installation

Tiered Service Levels

Scalable Service Levels

BENEFITS

Save time and money by getting your business online quickly and easily.

You can select the upload/download speeds appropriate for your business - up to 50 megabit download/5 megabit upload transmission speeds.

Transmission speeds can be customized remotely when business needs change.

Dedicated Internet Access (DIA)

TWC Business Class Dedicated Internet Access (DIA) can offer dedicated Internet connectivity, leveraging the fiber distribution network that supplies service to millions of other TWC customers. With the principal product focus on high-bandwidth solutions, this service provides robust point-to-point fiber-based Internet connectivity.

FEATURES

Tiered Service Levels

Scalable Service Levels

Service Level Agreements

BENEFITS

Customized speed configurations to meet your business needs.

Scalable service from multi-megabit to gigabit transmission speeds can be customized as business needs change – from 5 megabit to 4 gigabit synchronous transmission speeds.

Industry-leading service level agreements (SLAs) are available.

Ethernet Solutions

Ethernet Solutions can offer point-to-point and point-to-multipoint connectivity, leveraging the Hybrid Fiber Coax and fiber distribution networks that supply service to millions of TWC customers today. Ethernet Solutions will provide you with flexible, high-bandwidth Ethernet solutions supporting all of your IP-based applications.

FEATURES

Tiered Service Levels

Scalable Service Levels

Service Level Agreements

BENEFITS

Customized configurations to meet your business needs.

Scalable service up to 4-gigabit transmission speeds can be customized remotely when business needs change.

Multiple service levels are available to fit your business needs.

Web Hosting

When you are ready to put business on the World Wide Web, the TWC Business Class Web Hosting service will help you make your website the best it can be. Our robust suite of UNIX and Windows-based solutions supports websites ranging from basic information formats to those requiring complex e-commerce functionality.

FEATURES

Multiple service tiers offering varying levels of data transfer and storage

Hosting on redundant TWCBC Web Servers

Robust features set in Unix and Windows formats where you manage and control all aspects of your website

BENEFITS

Scalable services that are tailored to meet your needs now and in the future.

No need to expend capital dollars on expensive servers. Redundant hosting means you automatically have a disaster recovery plan for your website.

You can quickly update and revise your site, access site traffic statistics and create databases. You are in complete control of your website.

Online Backup

Time Warner Cable Business Class (TWCBC) Online Backup makes it easy to back up data on your company's computers to a secure, off-site location. In a few easy steps, users can set the Online Backup software client to perform backups automatically, sparing them from the burden of performing manual backups. A user-friendly administrator portal makes it easy to set up and manage multiple users — regardless of whether they are on-site or in a remote location.

FEATURES

A Setup Wizard guides users through a fast and easy setup process

A software client allows users to set up automatic or scheduled backups, customize bandwidth usage and define other settings

Local backup option allows Windows users to back up locally to an external device or network drive

BENEFITS

Set up quickly and easily so users can start backing up data immediately.

Protect valuable business assets from unauthorized access, disclosure, alteration and destruction with secure, off-site storage.

Receive advanced business capabilities such as support for server backups and advanced configuration options, with no costly hardware or software to purchase.

Hosted Microsoft Exchange

Hosted Exchange, one of the Time Warner Cable Business Class (TWCBC) Cloud Solutions, provides efficient access to communication features, such as email, calendars and contact lists that can help drive business productivity on the go. This integrated solution is ideal for managing time and information by connecting across various devices and synchronizing the information that reaches users — allowing them to search quickly, organize work and share information. TWCBC Cloud Solutions can minimize your need to invest in software, hardware and other IT resources. Since these services are available on demand, you have the flexibility to add or change services based on the specific needs of your business.

FEATURES

Email system is powered by Microsoft Exchange Server to enhance collaboration, efficiency and productivity

With integrated calendars, users can easily set up meetings with the ability to view colleague schedules, send meeting invitations and track responses

Contact and distribution lists are centrally maintained and shared throughout the organization

Integrated email notification allows tasks to be created, assigned and tracked for basic project management and personal time management

Policy management for mobile devices

Enterprise class SAS 70 Type II data centers, supported by a 99.99% service level guarantee

Emails are protected with premium anti-spam and anti-virus protection

24x7 professional support from Microsoft

Disclaimer service

BENEFITS

Get anytime, anywhere access to email, contacts, calendar and task lists using multiple devices, such as home or office PCs, tablets and smartphones.

Help increase office productivity with integrated email, scheduling and information-sharing tools.

Makes it easier for your administrator to manage your messaging environment.

Allows your organization to organize work and share information quickly and easily.

Provides enhanced security and control over devices outside of the corporate environment.

Peace of mind knowing your data is backed by the highest standards of security.

Reduce common security risks associated with email files, with spam control and virus scanning.

You have access to experts for assistance with set-up, migration and technical troubleshooting.

You can append organization-wide messages to all outbound email.

Static IP Addressing

With TWC Business Class Static IP, you can retain your IP address regardless of changes to outside network designs. Static IP also enables your business to issue individual employees private IP addresses within your business' network, to facilitate access to your network by employees working from their homes or other remote work sites.

FEATURES

Permanent IP address designation using MD5 authentication

Route authentication via encrypted key

Easily scalable quantities of static IP addresses available

BENEFITS

Automatically provides mathematical encryption of passwords and logins protecting them from theft.

Prevents users from intercepting and/or injecting routes, keeping your network secure.

Easily managed, secure employee Internet access to your network.

Email Solutions

TWC Business Class offers you standard email service or upgrade to email packages that allows you to use your own domain name to access email accounts from any computer with an Internet connection. Fast and efficient, TWCBC email will ensure your communication needs are always satisfied.

FEATURES

Comprehensive email organizational and messaging services including: Auto Reply, Vacation Reply, Address Book, Personal Folders, Forwarding and Aliases

POP3 Email or Vanity Web mail services, e.g. john@johndoe.com

Scalable mailbox and storage space options. Standard 10GB/ 10 Mailboxes with every Internet Access account

BENEFITS

These features ensure your employees are as effective as possible when communicating via email.

Provides email address consistency for your organization. Vanity Web mail confirms your organization's identity to customers and suppliers.

Allow you to quickly add more email accounts or storage space when needed.

Domain Name Services (DNS)

Time Warner Cable Business Class Domain Name Services can help turn your email and website into powerful marketing tools that will strengthen your brand and boost your sales and profits. TWCBC conducts fast, comprehensive searches for possible domain names you want to claim, then conveniently registers an available choice for you.

FEATURES

Your own unique domain on the Web.
Example: yourcompany.com

Email addresses under your own domain name. Example: you@yourcompany.com

BENEFITS

Can help increase awareness of your brand and add credibility with your customers.

Improve the consistency of communication with your customers, employees and vendors, and improve your company's credibility.

Business Class Phone

Time Warner Cable Business Class offers a robust, features-rich multi-line phone service that includes Voice Manager, our online management portal, unlimited local, intrastate and long-distance calling within the United States, Canada, Puerto Rico, U.S. Virgin Islands, Guam and Saipan – all delivered over our secure, reliable network at a convenient, flat monthly rate.

FEATURES

Value added features include voicemail, auto attendant, business group features package, and remote call forwarding

Voice Manager

Installation and setup requires no new equipment and you can keep your existing telephone number(s)

Discounts offered for bundling of other TWCNC products and services

TWCBC's private, reliable and secure network is used to deliver BCP service to customers

Other Calling Plans available:
Unlimited In-state and Unlimited Local Only

BENEFITS

Use one or more of the value added features to manage inbound calls more effectively.

Easily provision and configure phone features from any Internet connection so calls can be answered, even when you are not available.

Transitioning from your current phone provider to BCP is easy and can be done without interrupting your business or paying for expensive equipment.

You can increase your savings by bundling Internet Access, Cable TV and Business Class Phone services into one service package from one provider, Time Warner Cable Business Class. Get one invoice for all services.

You receive crystal-clear digital connections (not VOIP) for all voice communications.

The Unlimited In-state plan is perfect for customers who call mainly within their home state. Unlimited Local Only is a pay-as-you-go plan where all long distance calls are charged on a per minute basis. The Local Only plan is perfect for fax and POS lines as well as other low use telephones.

Business Class Toll Free

Along with TWC Business Class PRI or Business Class Phone service, you can add Toll Free service to your account. Toll free calls can originate from all 50 United States, Canada, Puerto Rico, Guam and Spain.

FEATURES

Existing toll free numbers can be ported to TWCBC

Enhanced toll free services are available to all customers—not just large businesses

Simple, straight-forward pricing

BENEFITS

You can transition from your current toll free provider to TWCBC without interrupting your business.

You can select from a wide variety of toll free features to route calls efficiently based on time of day, percent allocations, area code and exchange (NPA-NXX) of caller or other methods.

We charge one flat-rate for all calls regardless of where they originate, and there is no monthly fee for basic service (you pay only for usage). Enhanced services incur a monthly fee, but it is one flat price regardless of the number of features used.

Business Class PRI

The Time Warner Cable Business Class PRI service can provide businesses an IP-enabled voice solution that will allow you to obtain a highly reliable and cost-effective voice service, delivered over the Time Warner Cable Business Class scalable fiber optic network.

FEATURES

Standard PRI configuration of 23B+D, as well as fractional options of 8, 12 and 16 “B” (voice) channels

Unlimited Local Service Calling Plan with discounts offered for bundling of other TWCBC products and services

Caller ID for inbound calls displays the name and number of the calling party

Online Call Detail and On-demand Analysis Reports

BENEFITS

Multiple PRI configurations enable you to choose the one that is best for your business and only pay for the voice services you need.

Simple price structure that includes unlimited local calling. You can increase your savings and improve profitability by bundling your data services in one service package from one provider, TWCBC. Get one invoice for all services.

Caller ID provides pertinent caller information to you before calls are answered.

Web-based portal displays four (4) months of on-demand call detail history. On-demand analysis reports track day-of-week and time-of-day long distance usage, as well as top ten highest cost calls.

Business Class SIP Trunks

The TWC Business Class SIP Trunk service can provide businesses a highly reliable and cost-effective Voice over IP trunk solution delivered over Time Warner Cable Business Class' scalable network.

FEATURES

5 to 60 call paths

Unlimited Local Service Calling Plan with discounts offered for bundling of other TWCBC products and services

Long Distance Minutes of Use Packages

Caller ID for inbound calls displays the name and number of the calling party

Online Call Detail and On-demand Analysis Reports

Alternate Routing

Trunk Overflow

BENEFITS

Select the optimal number of call paths for your business so you only pay for the voice services you need.

Simple price structure that includes unlimited local calling. You can increase your savings and improve profitability by bundling your data services in one service package from one provider, TWCBC. Get one invoice for all services.

Multiple long distance minutes of use packages to choose from to minimize your domestic long distance expenses.

Caller ID provides pertinent caller information to you before calls are answered.

Web-based portal displays four (4) months of on-demand call detail history. On-demand analysis reports track day-of-week and time-of-day long distance usage, as well as top ten highest cost calls.

Offers business continuity by automatically routing all inbound calls to another number in the event of a service outage.

Receive additional inbound calling capacity to support sudden bursts in call activity by automatically routing all inbound calls to another phone number when all channels/call paths are in use.

Business Class Cable Television

Time Warner Cable Business Class can offer a variety of programming options to help your business maintain a competitive edge and stay abreast of news, weather, sports and financial information. TWCBC digital cable solutions allow you to entertain and inform customers and employees with their favorite shows, sporting events, breaking news or commercial-free music with Music Choice.

FEATURES

Multiple channel line-up options to tailor your needs to your customer or employee base

One provider, one account representative, and one bill for all your TWCBC services

Hundreds of channels in crystal clear digital or HD format

BENEFITS

Gives your business the opportunity to provide a value-added service to your customers and employees, improving satisfaction and repeat business.

Improved efficiency in managing the critical aspects of your business.

Reliable service; no line-of-sight impediments or problems with rain-fade associated with satellite.

NaviSite Service Portfolio

A leading provider of enterprise-class cloud-enabled services

FEATURES

Cloud Services

Managed Applications

Managed Hosting

BENEFITS

On-demand, scalable IT services. Infrastructure-as-a-Service, Desktop-as-a-Service, Storage-as-a-Service

Implementation, management and monitoring of business applications: Hyperion IBM, Microsoft, Oracle, People Soft

IT infrastructure and applications in highly secure traditional or cloud-enabled environments: Server, Storage and Database Management, Network Connectivity

TWC Business Class Customer Care Overview

At Time Warner Cable Business Class, our main priority is giving customers the support they need to get the most out of their communication services.

Our customers are supported by teams of highly trained customer service consultants who provide:

- **Billing Support:** Monday through Friday from 8:00 a.m. to 6:30 p.m. eastern.
- **Live Chat:** 24 hours a day/ 7 days per week. You may chat one-on-one with a Customer Care chat agent by providing your email address, indicating the type of assistance you need and clicking on the “Live Chat” button.
- **Email Support:** Customers that prefer to receive answers to inquiries by email can fill out our email Support Form. Responses are generally received within two hours.

For qualifying accounts:

- Personalized service from Service Assurance Manager (SAM); Customers will be provided a service assurance manager as a point of contact for all life-cycle support items.
- SAM will conduct regular health checks with customer to ensure the customer is satisfied with the level of service they are receiving from TWCBC.
- Specialized customer support team for all care/billing related questions – tenured agents empowered to fully assist customer.
- 24/7 Dedicated customer support team: group of highly skilled technical specialists that have advanced training; expert diagnostic knowledge and direct contact with engineering teams.
- Proactive contact made for awareness/approval prior to planned service interruption.
- Business decision maker’s residential account gets VIP support from high level support team.
- Proactive monitoring of customers’ services, customer is immediately contacted when event alarm is triggered.

Also, the “My Account” Portal (Figure 1) is available 24 hours a day/ 7 days per week for business class modem based services only.. Through this portal, you can access and pay your bill, set up your services, troubleshoot your equipment, access webmail, check the status of your appointments, and submit questions about your bill.

Figure 1.
My Account Homepage

TIME WARNER CABLE

Business Class®

My Account

Welcome, Customer

Sign Out

OVERVIEW

BILLING

SUPPORT

MY PROFILE

My Account > Overview

TEST LINK

Overview

Billing Summary

Account Holder	Customer
Account Number	8260130523602582
Service Address	1565 Chenault St, Dallas, TX, 75228-5456
Last payment received	\$0.00
Statement amount	\$-51.66 (due on 09/04/2012)

Pay My Bill

Scheduled Appointments

You have 1 appointment

Online Cancellation and Re-Scheduling: Appointments can be cancelled within 24 hours of the Arrival Time and re-scheduled within 24 hours of the Arrival Date

To Cancel or Re-Schedule an appointment on the Arrival Date you can contact us at: 866-TWC-4BIZ (866-892-4249)

Today's Appointments

0 appointments

Upcoming Appointments

1 appointment

Details

Last Update: 5:26 PM

Refresh

Status and Options

Close

Arrival Time:	09/11 3:00 PM-5:00 PM	<div>Reminder is OFF</div> <div>Reschedule</div>
Work Order:	1000492967281046	
Type:	New Connect	
Service:	Internet	

Need Help?

Live Chat

Contact Us

Support Quick Links

I want to...

View All FAQs

View User Guides

Submit Billing Issues

View Device Status

Manage Services

Pay My Bill

Manage Phone Service

View Phone Usage

Check Mobile Data Usage

TWC has invested billions to build a network that sets the standard for telecommunications in America. Our wholly owned and fully upgraded network allows us to deliver reliable and scalable solutions that our customers need to be successful, including phone, Internet, Metro Ethernet and cable TV services. TWC Business Class, the business to business arm of TWC, provides products and services are designed to support the needs of businesses of every size. From customized dedicated fiber solutions that move large quantities of data from point to point to solutions for home offices and teleworkers, our innovative products provide dependable, cost effective solutions to more than 606,000 business customers nationwide

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Experience in High Speed Network(s) Design and Operation

TWC has invested billions to build a network that sets the standard for telecommunications in America. Our wholly owned and fully upgraded network allows us to deliver reliable and scalable solutions that our customers need to be successful, including phone, Internet, Metro Ethernet and cable TV services. TWC Business Class, the business to business arm of TWC, provides products and services are designed to support the needs of businesses of every size. From customized dedicated fiber solutions that move large quantities of data from point to point to solutions for home offices and teleworkers, our innovative products provide dependable, cost effective solutions to more than 606,000 business customers nationwide.

TWC operates a 390K mile network providing entertainment and business services to over 15 million customers. TWC provides fiber based access networks to many of the school systems within its footprint today

TWC has several other merits:

- Standards Based via IEEE 802.3.ah
- MEF Certified network gearing and various MFE certified engineers.
- Non-proprietary
- Efficient use of fiber
- Lower equipment costs both at the hub and customer premise
- Rapid installation and turn up

Network Overview

A unique, competitive advantage of TWC is our carrier-class and wholly-owned TWC network (Figure 2), which completely bypasses Incumbent Local Exchange Carrier (ILEC) and Competitive Local Exchange Carrier (CLEC) network infrastructures. We own and operate our network, including the critical “last mile” into your business.

Figure 2.
TWC National Presence Map

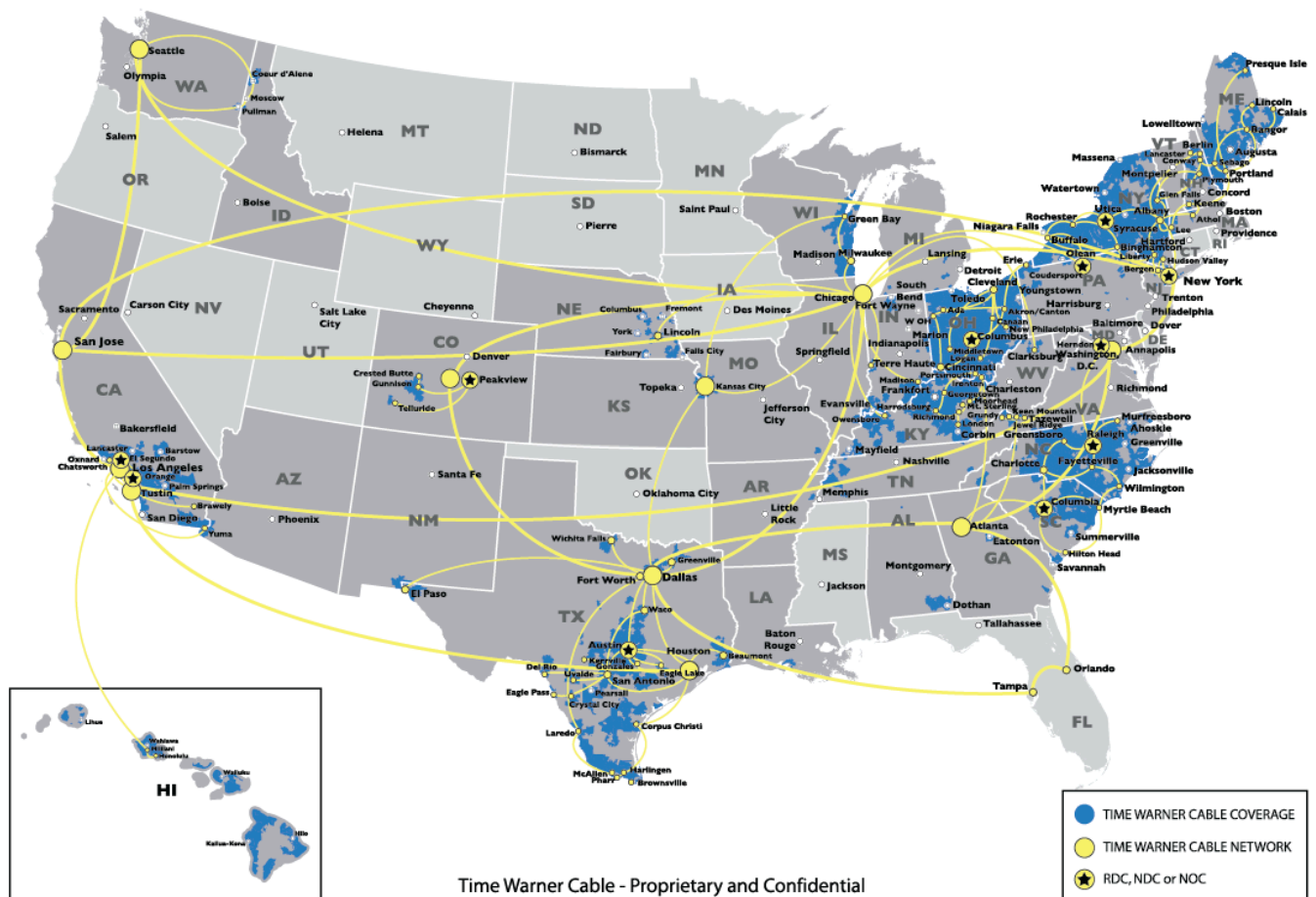
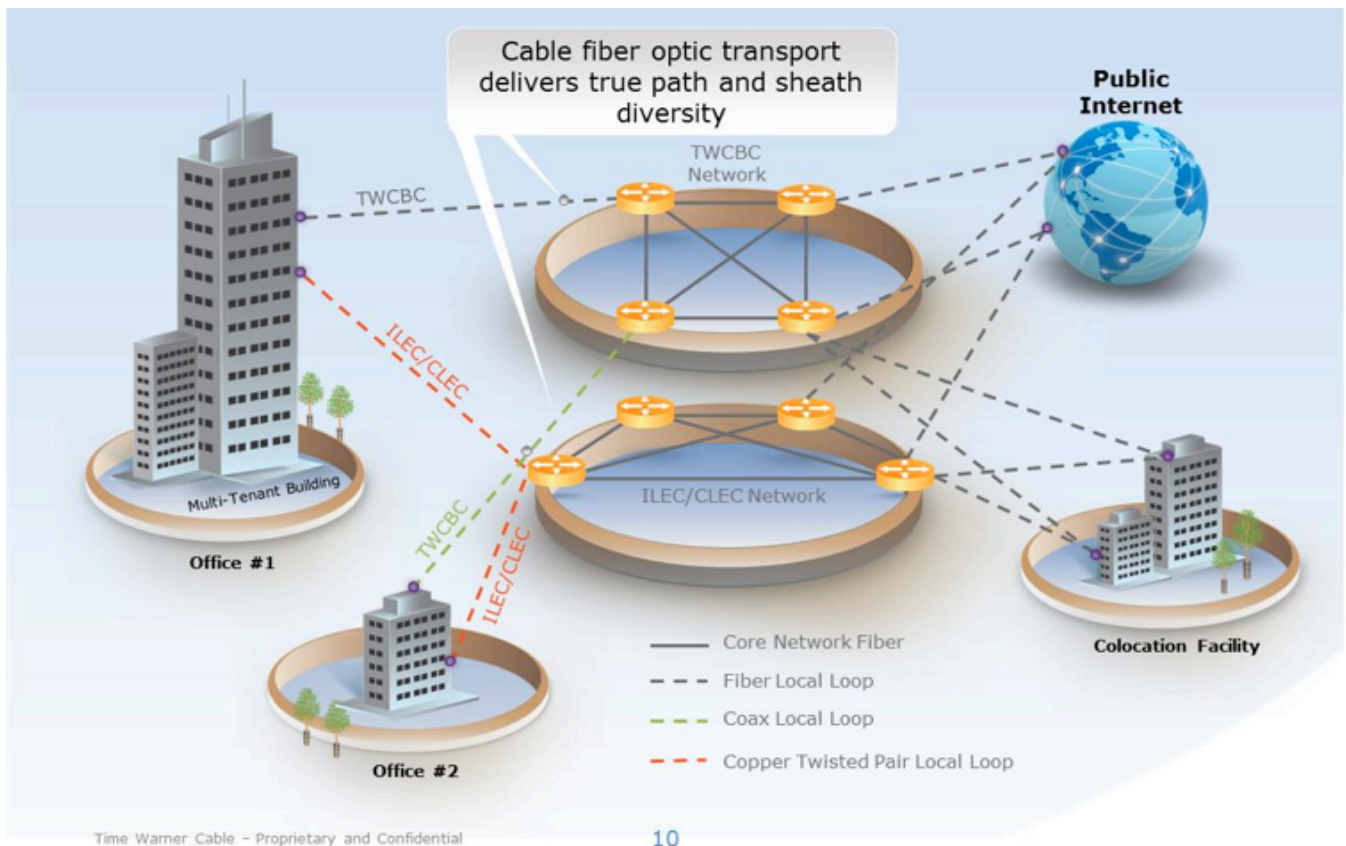


Figure 3.
TWC Route Diversity



TWC is a facilities-based provider with a fully monitored and resilient network across the U.S. Our network was upgraded in 2011 with innovative, state-of-the-art transport technologies. In many cases, our network provides the completely redundant carrier-class reliability, scalability and capacity necessary for transport, Internet, data, video, and voice services.

Fiber Access

The following diagram illustrates the access topology used to deliver commercial Ethernet services at customer locations. TWC has a substantial deployment of commercial Ethernet services on unprotected access laterals, but protected access topologies have been deployed for carrier grade applications of commercial Ethernet such as cell tower backhaul.

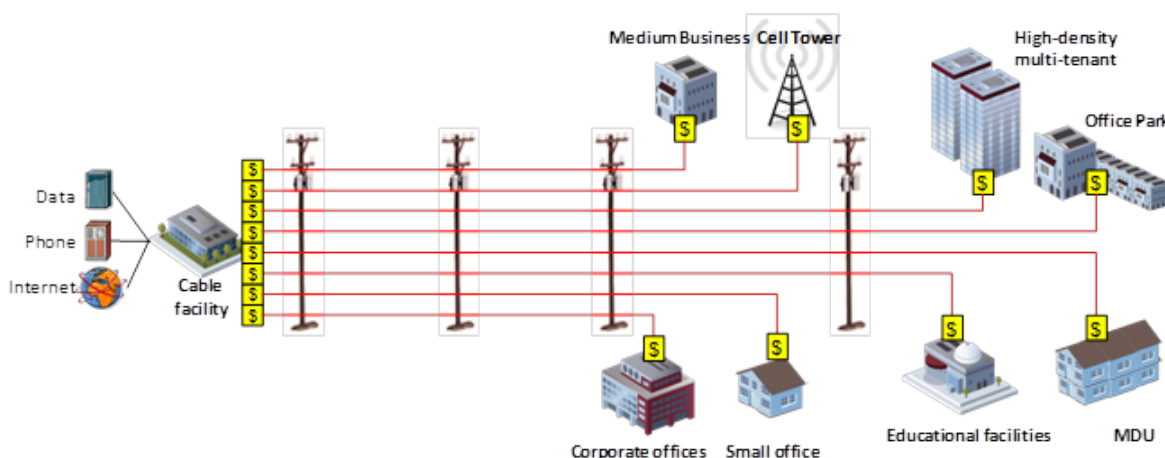


Figure 1: Dedicated Fiber Access Architectures

- Technology available today for Commercial customers
- Only available in limited footprint – will require serviceability review and site survey
- TWC is more than willing to create custom access topologies to meet the demands of any business
- TWC can offer a variety of fiber diverse solutions including diverse fiber entrances and fully diverse paths to get to the 99.999 availability required by other businesses and carriers

Ethernet Services

Securely connect headquarters and corporate offices with remote retail locations on one high-bandwidth, high-capacity network platform. Metro Ethernet Forum (MEF) 9- and 14-certified Ethernet services from Time Warner Cable Business Class provide reliable, real-time, distributed access to data-intensive key inventory management and point-of-sale systems, supplier databases and other centralized resources and applications.

Reliably delivered over our wholly owned fiber-rich network, this cost-effective solution offers savings of up to 71 percent* compared to frame relay, ATM and private-line solutions. Bandwidth is easily scalable from sub-T1 to 10Gbps, and round-the-clock, proactive and end-to-end network monitoring ensures continuous network uptime to keep your stores and operations running strong.

Dedicated Internet Access

Our Dedicated Internet Access is a private (not shared) connection, ensuring that you are not competing for bandwidth.

- Redundant IP network architecture for added stability, guaranteed availability and quality of service
- Dedicated bandwidth to meet heavy data demands through a dedicated port
- Single point of contact through dedicated local account management

Ethernet Private Line

Ethernet Private Line (EPL) provides point-to-point connectivity for businesses with two locations. It enables customers to connect their Customer Premises Equipment (CPE) with a lower-cost User-to-Network Interface (UNI). This makes EPL a cost-effective, reliable, high-capacity business Ethernet service alternative to traditional TDM private line service.

Ethernet Virtual Private Line (EVPL)

Ethernet Virtual Private Line (EVPL) provides point-to-multipoint networking for companies with a central office and satellite locations. EVPL is a reliable, higher-bandwidth, cost-effective business Ethernet service alternative to traditional TDM Private Line, Frame Relay or ATM service.

Ethernet Local Area Network (ELAN)

Ethernet Local Area Network (ELAN) enables any-to-any connectivity for businesses that need to connect all of their locations on a single network. Our MEF certified ELAN combines the privacy of traditional ATM/Frame Relay or Private Line service with the performance and resiliency of IP VPN, providing a technologically advanced business Ethernet solution for your network connectivity needs.

Metro Ethernet Forum Certification

Our Ethernet services are Metro Ethernet Forum (MEF) 9 and 14 certified, ensuring conformance and performance with global Carrier Ethernet specifications. The certification tests cover the full set of service attributes including:

- Ethernet physical interface
- User-to-Network Interface (UNI) attributes
- Service frame delivery
- VLAN tag support
- Service performance
- Bandwidth profiles
- Bandwidth profile rate enforcement

More information can be found at:

<http://www.timewarnercable.com/en/business-home/services/network-services/ethernet/ethernet-local-area-network/tech-specs.html>

DOCSIS Converged Cable Access Platform (CCAP)

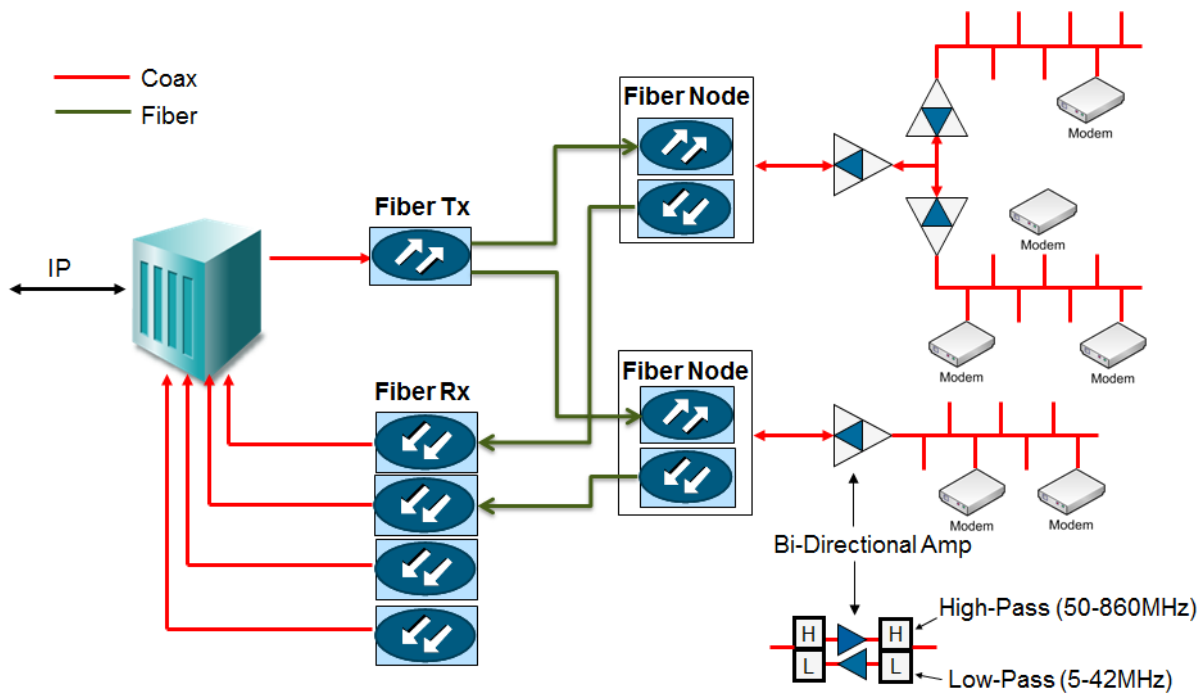


Figure 2: DOCSIS Access Architecture

- Leverages existing DOCSIS 3.0 technology
- Will require additional upstream and downstream channels
- CPE from approved vendors will not be available until Q2 2014
- Will require plant upgrades and plant hardening

Technology Roadmap

Time Warner Cable would be willing to discuss various forward- looking technologies upon being selected as an approved vendor. This would include reviewing detailed coverage maps and creating custom solutions to fit the needs of Louisville.

Staff Technical and Managerial Experience

TWC is capable of establishing an account team to work with Louisville Metro Government:

Sales Account Manager: LMG representatives would have assigned Sales Account Manager to handle all Sales related Tasks.

Solutions Engineer: LMG representative would have an assigned Solutions Engineer to assist with technical related requirements review and architecture.

Pre Sales Project Manager: LMG representative would have an assigned Project Manager to manage the agreed upon products and services through to completion, work with the customer to proactively establish provisioning timelines, discuss billing requirements and work through project issues and concerns.

Billing Analyst: LMG representative would have an assigned Billing Analyst to work with directly on any and all Billing related questions.

Financial Projections/ Stability

Based on a favorable reaction to our RFI response, TWC can discuss financial details. TWC is capable of working with LMG to develop the right investment to meet the needs for key community stakeholders and populations

TWC means financial stability. TWC has the financial resources and the strategic commitment to maintain and grow its network and support services in step with our customers' growing needs.

TWC is among the largest providers of video, high-speed data and voice services in the United States, connecting more than 15 million customers to entertainment, information and each other. TWC Business Class offers data, video and voice services to businesses of all sizes, cell tower backhaul services to wireless carriers and, through its NaviSite subsidiary, managed and outsourced information technology solutions and cloud services. Time Warner Cable Media, the advertising arm of TWC, offers national, regional and local companies innovative advertising solutions. More information about the services of TWC is available at www.timewarnercable.com, www.twcbc.com, www.navisite.com, and www.twcmedia.com.

Senior Management Team

Robert D. Marcus*

Chairman & Chief Executive Officer

Dinesh C. Jain *

Chief Operating Officer

Arthur T. Minson, Jr.*

Executive Vice President & Chief Financial Officer

Ellen M. East*

Executive Vice President & Chief Communications Officer

Joan Hogan Gillman*

Executive Vice President & Chief Operating Officer, Media Services

William R. Goetz, Jr.*

Executive Vice President & Chief Operating Officer, Residential Services

Michael T. Hayashi

Executive Vice President, Architecture, Development & Engineering

Jeffrey A. Hirsch

Executive Vice President & Chief Marketing & Sales Officer, Residential Services

John H. Keib

Executive Vice President & Chief Care & Technical Operations Officer, Residential Services

Michael L. LaJoie*

Executive Vice President & Chief Technology & Network Operations Officer

Marc Lawrence-Apfelbaum*

Executive Vice President, General Counsel & Secretary

Kevin J. Leddy

Executive Vice President, Corporate Strategy

Gail G. MacKinnon*

Executive Vice President & Chief Government Relations Officer

Philip G. Meeks*

Executive Vice President & Chief Operating Officer, Business Services

Peter C. Stern*

Executive Vice President & Chief Strategy, People & Corporate Development Officer

Melinda C. Witmer*

Executive Vice President & Chief Video & Content Officer

* Executive Officer

TWC Attachments

Attachment 1: Technological Superiority – Metro Ethernet Certified



Ethernet services have become increasingly important as companies deploy high-bandwidth applications to meet increased communications and productivity requirements.

To optimize these applications, businesses are adopting carrier-class Ethernet services which enables them to extend local-area network environments across the wide-area network.

Time Warner Cable Business Class is a leading Ethernet service provider, and one of the first service providers to earn CE 2.0 Certification from the Metro Ethernet Forum (MEF).

This achievement is significant because CE 2.0 Certification verifies that Time Warner Cable Business Class offers Ethernet performance suitable for mission-critical business applications.

For more information about our Ethernet service capabilities, please refer to 'Product Descriptions'.

Attachment 2: Awards and Accolades Winner

At Time Warner Cable Business Class, we take customer loyalty seriously. And, we are proud to say that, thanks to our customers, we were named the company with the highest loyalty in the primary network service provider category in Frost & Sullivan's *2012 U.S. Business Connectivity Services User Survey*.



Frost & Sullivan's survey of U.S. telecom and network decision makers revealed that current business customers of Time Warner Cable Business Class are less likely to switch to another network service provider compared to customers of its nearest competitors. In fact, more than eight out of 10 Time Warner Cable Business Class customers are not at risk of switching.

Further, this survey found that ILECs are no longer the default choice, or even preference, for multi-site small, mid-market and even some large businesses. Instead they prefer multi-system operators (MSOs) like Time Warner Cable Business Class because we

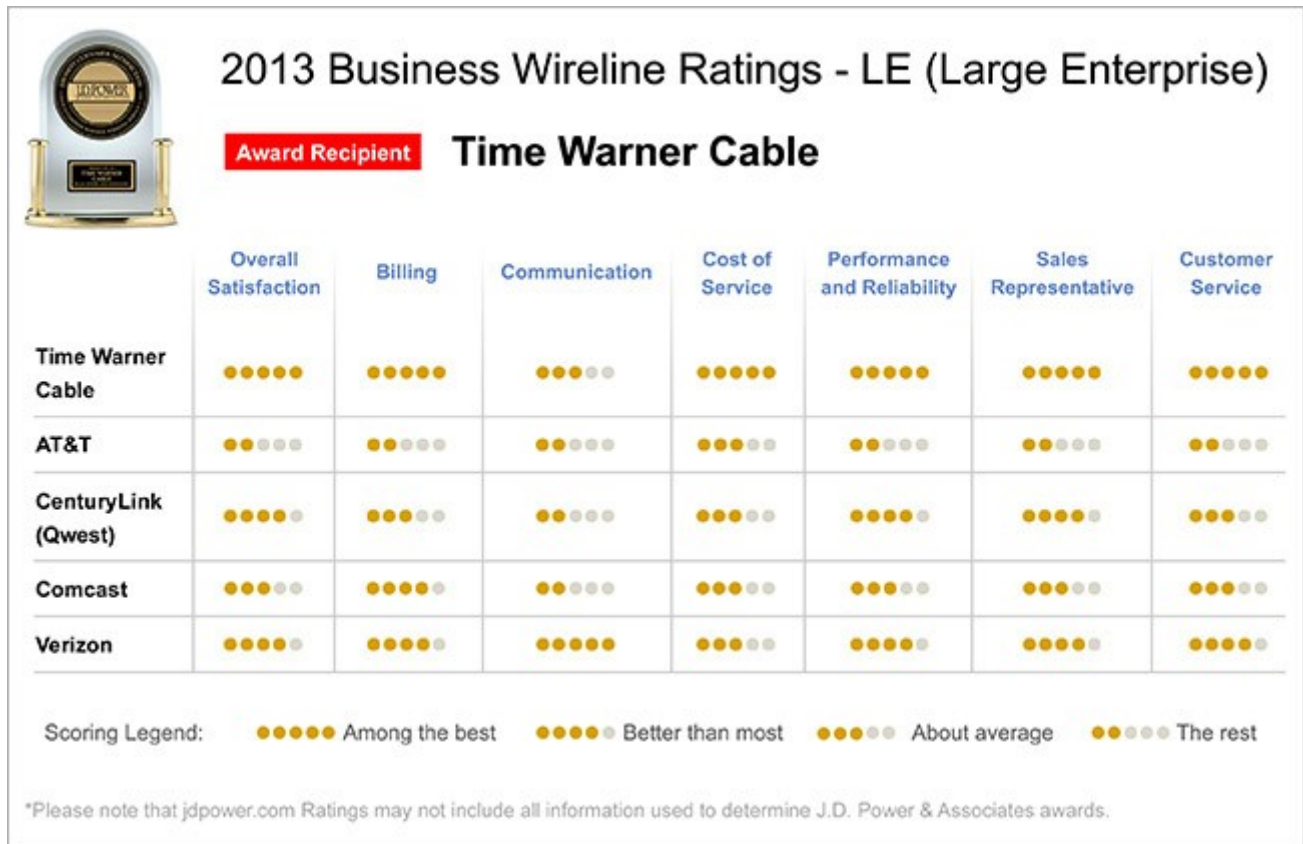
have national networks comprising an optical fiber core network, metro fiber networks and dense local hybrid fiber-copper access infrastructure, over which we are offering an expanding range of Ethernet-based network solutions.

Time Warner Cable Business Class believes in putting our customers first, offering them a full complement of business communications tools, and working with them to tailor a solution that helps their businesses succeed. Our employees practice this every day, and we will continue to deliver the quality products, services and support our customers expect.

Read the entire Frost & Sullivan press release [here](#).

Time Warner Cable Ranks

"Highest In Customer Satisfaction with Large Enterprise Business Wireline Service"



Time Warner Cable received the highest numerical score among wireline providers in the proprietary J.D. Power & Associates 2013 Business Wireline Customer Satisfaction StudySM. Study based on responses from 4,784 business wireline customers measuring 6 providers and measures satisfaction among wireline service decision-makers with large enterprise U.S. businesses. Proprietary study results are based on experiences and perceptions of consumers surveyed in October 2012 and March 2013. Your experiences may vary. **Visit jdpower.com**

Time Warner Cable Business Class Ethernet and Dedicated Internet Access Service Level Agreement

This document outlines the Service Level Agreement (“SLA”) for the Ethernet and Dedicated Internet Access (“DIA”) fiber-based Services (each, a “Service”). Capitalized words used, but not defined herein, shall have the meanings given to them in the Time Warner Cable Business Class Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the “Agreement”). This SLA is a part of, and hereby incorporated by reference into, the Agreement. If any provision of this SLA, on the one hand, and any provision of the Agreement, on the other hand, are inconsistent or conflicting, the inconsistent or conflicting provision of this SLA shall control.

I. SLA Targets:

Service	Availability	Mean Time To Restore (“MTTR”)	Latency (Roundtrip)	Packet Loss
DIA / Ethernet (Metro and Regional Services)	End to End: 99.99% (On-Net Circuit)	Priority 1 Outages within 4 hours	DIA: 45ms	<0.1%
			Ethernet: Metro Market - 10ms Wide Area Market - 25ms Metro Market Exception - 45 ms	

II. Customer Care Center

Time Warner Cable’s Business Class Customer Care Center may be reached at:

Region:	East Region	West Region
Phone Number:	(888) 812-2591	(866) 286-3938

III. Priority Classification:

A “Service Disruption” is defined as a disruption or degradation that interferes with the ability of a TWC network hub to: (i) transmit and receive network traffic on Customer’s dedicated access port at the TWC network hub; and (ii) exchange network traffic with another TWC network hub. The Service Disruption period begins when Customer reports a Service Disruption using TWC’s trouble ticketing system by contacting Customer Care, TWC acknowledges receipt of such trouble ticket, and TWC validates that the Service is affected. The Service Disruption ends when the affected Service has been restored.

TWC will classify Service Disruptions as follows:

Priority	Criteria
Priority 1	<ul style="list-style-type: none"> a. Total loss of Service other than as a result of Excluded Disruptions (as defined in Section IV) b. Service degradation to the point where Customer is unable to use the Service and is prepared to release it for immediate testing.
Priority 2	Degraded Service where Customer is able to use the Service and is not prepared to release it for immediate testing.
Priority 3	<ul style="list-style-type: none"> a. A service problem that does not impact the Service. b. A single non-circuit specific quality of Service inquiry.

IV. Network Availability

“Network Availability” is calculated as the total number of minutes in a calendar month less the number of minutes that the circuit is unavailable due to a Priority 1 Outage (“Downtime”), divided by the total number of minutes in a calendar month. Downtime excludes (i) planned outages, (ii) routine maintenance, (iii) time when TWC is unable to gain access to Customer’s premises to troubleshoot, repair or replace equipment or the circuit, (iv) service problems resulting from acts or omissions of Customer, (v) Customer equipment failures, and (vi) Force Majeure Events (collectively “Excluded Disruptions”).

Commitment:

TWC’s monthly Network Availability Target is 99.99% for that portion of the circuit that is part of TWC’s own network (“On-Net Circuit”) and not any portion that is provided by a third party.

The following table contains examples of the percentage of Network Availability translated into minutes of

Downtime for the 99.99% Network Availability target:

Percentage by Days Per Month	Total Minutes / Month	Downtime Minutes
99.99% for 31 Days	44,640	4.5
99.99% for 30 Days	43,200	4.3
99.99% for 29 Days	41,760	4.2
99.99% for 28 Days	40,320	4

V. Mean Time To Restore (“MTTR”)

The MTTR measurement for a Priority 1 Outage is the average time to restore Priority 1 Outages during a calendar month calculated as the cumulative length of time it takes TWC to restore Service for an On-Net Circuit following a Priority 1 Outage in a calendar month divided by the corresponding number of trouble tickets for Priority 1 Outages opened during the calendar month for that circuit.

MTTR per calendar month is calculated as follows:

$$\frac{\text{Cumulative length of time to restore Priority 1 Outage(s) per On-Net Circuit}}{\text{Total number of Priority 1 Outage trouble tickets per On-Net Circuit}}$$

VI. Latency (On-Net Circuit)

Latency is the average roundtrip network delay, measured every 5 minutes during a calendar month, to adequately determine a consistent average monthly performance level for latency for each On-Net Circuit. The roundtrip delay is expressed in milliseconds (ms).

For DIA, TWC measures latency using a standard 64 byte ping from the Customer dedicated access port at the TWC network hub to the TWC Internet access router in a roundtrip fashion between TWC inter-regional transit backbone (TBONE) routers.

For Ethernet, TWC measures latency using a standard 64 byte ping between closest TWC network hubs to corresponding site A and site Z locations in a roundtrip fashion.

Latency is calculated as follows:

$$\text{Latency} = \frac{\text{Sum of the roundtrip delay measurements for an On-Net Circuit}}{\text{Total \# of measurements for an On-Net Circuit}}$$

Latency targets for Ethernet circuits in defined Metro Area Markets, Wide Area Markets, and Metro Market Area Exceptions are as follows:

Metro Area Market – 10ms Latency	Wide Area Market – 25ms Latency	Metro Area Market Exceptions – 45ms Latency
Round trip where both sites A and Z are <i>within</i> the same Metro Area Market	Round trip <i>between</i> any 2 Metro Area Markets within Wide Area Market	Round Trip <i>between</i> any Metro Area Market and Metro Area Market Exception within same Wide Area Market, except that where both sites A and Z are within the same Metro Market Area Exception, the Latency target is 10ms.
<ul style="list-style-type: none"> · Austin, TX · Beaumont, TX · Corpus Christi, TX · Dallas, TX · Laredo, TX · San Antonio, TX · Wichita Falls, TX 	Texas Region	<ul style="list-style-type: none"> · El Paso, TX · Rio Grande Valley, TX

Metro Area Market – 10ms Latency	Wide Area Market – 25ms Latency	Metro Area Market Exceptions – 45ms Latency
Round trip where both sites A and Z are <i>within</i> the same Metro Area Market	Round trip <i>between</i> any 2 Metro Area Markets within Wide Area Market	Round Trip <i>between</i> any Metro Area Market and Metro Area Market Exception within same Wide Area Market, except that where both sites A and Z are within the same Metro Market Area Exception, the Latency target is 10ms.
<ul style="list-style-type: none"> · North Los Angeles, CA · South Los Angeles, CA · San Diego, CA · Palm Springs, CA 	<ul style="list-style-type: none"> · Desert Cities, CA · Yuma, AZ · Honolulu, HI 	<ul style="list-style-type: none"> · Coeur d'Alene, ID · Gunnison, CO · Telluride, CO · Pullman, WA
<ul style="list-style-type: none"> · Columbus, OH · Cincinnati, OH · Dayton, OH · Akron, OH · Cleveland, OH · Green Bay, WI · Milwaukee, WI 	<ul style="list-style-type: none"> · Louisville, KY · Lexington, KY · Richmond, KY · Lincoln, NE · Kansas City, MO · Kansas City, KS · Lima, OH 	<ul style="list-style-type: none"> · Libby, MT · Dothan, AL
<ul style="list-style-type: none"> · New York City (including all surrounding boroughs and metro areas in New Jersey and Pennsylvania) 	<ul style="list-style-type: none"> · Albany, NY · Buffalo, NY · Rochester, NY · Syracuse, NY 	<ul style="list-style-type: none"> · Portland, ME
<ul style="list-style-type: none"> · Greensboro, NC · Raleigh, NC · Charlotte, NC 	<ul style="list-style-type: none"> · Columbia, SC · Myrtle Beach, SC · Hilton Head, SC 	<ul style="list-style-type: none"> · None

VII. Packet Loss (On Net)

Packet Loss is defined as the percentage of packets that are not successfully received compared to the total packets that are sent in a calendar month. The percentage calculation is based on packets that are transmitted from a network origination point and received at a network destination point (TWC network hub to TWC network hub).

Packet Loss is calculated as follows:

$$\text{Packet Loss (\%)} = 100 (\%) - \text{Packets Received (\%)}$$

VIII. Network Maintenance

Maintenance Notice:

Customer understands that from time to time, TWC will perform network maintenance for network improvements and preventive maintenance, and in some cases, TWC will have to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. TWC will use reasonable efforts to provide advance notice of the approximate time, duration, and reason for any urgent maintenance.

Maintenance Windows:

Routine maintenance may be performed during the following maintenance windows: Monday – Friday 12 a.m. – 6 a.m. Local Time

IX. Service Credits

Any SLA credits shall be calculated based on a percentage of the Service Charges for the Service that was affected by the Service Disruption. All credits must be (a) requested by the Customer within 30 days of a Service Disruption by calling the Customer Care Center and opening a trouble ticket and (b) confirmed by TWCBC engineering support teams as associated with a trouble ticket and as failing to meet the Network Availability and/or MTTR targets. The credits described in this SLA shall constitute Customer's sole and exclusive remedies, and TWC's sole and exclusive liabilities, with respect to TWC's failure to meet any service level commitments outlined herein. Customer shall not be eligible for credits exceeding four (4) months of Customer's applicable monthly Service Charges during any calendar year.

Network Availability Credits

In the event that Network Availability is less than 99.99% in any calendar month, then upon Customer's compliance with this Section IX, Customer is entitled to receive a credit equal to thirty percent (30%) of the applicable monthly Service Charges for the affected Service, to be applied as a credit or set-off against any amounts otherwise due by Customer to TWC.

Meantime to Restore Credits

In the event that MTTR for Priority 1 Outage averages greater than 03:59:59 hours, then upon Customer's compliance with this Section IX, Customer is entitled to receive a credit equal to the percentage of the applicable monthly Service Charges for the affected Service as set forth below, to be applied as a credit or set-off against any amounts otherwise due by Customer to TWC.

MTTR	Monthly Credit (% of Service Charges)
> 4 hours ≤ 7:59:59 hours	4%
> 8 hours	10%

Attachment 4: Escalation List

Division Escalation Procedures

The following information describes escalation procedures for our VIP customer's in the event service issues arise. All Fiber connections are pro-activity monitored – Time Warner Engineers are notified via computer alarms and voice blasts.

The customer must open a trouble ticket with the CSC (a dedicated support number and escalation process information will be provided). Once a call is placed with the CSC and a ticket is opened, the CSC will forward the call to our local dedicated Tier III Business technical support team. Note: If the customer does not speak to Tier III at that point, they will be contacted within one hour. In the event a service call is placed after hours (after 10 PM) a field technician will be paged and will respond to the customer within one hour with status.

Escalation Guidelines and Process	Response
VIP Support	24x7x365
8 AM - 10 PM (daily operations)	Local Tier III / 15-30 minutes
10 PM - 8 AM (after hours)	On Call Field Engineers / Within one hour
Pro Active monitoring	Immediately following an open ticket
VIP Support Number	585-756-1767 prompt

Time Warner Cable Escalation Procedures

Within the TWC GNOC, escalation provide a means by which GNOC management is assured that the fault resolution process includes a specific set of procedures that bring additional efforts to restore service to normal operating conditions. The TWC GNOC uses these procedures to provide for the reallocation of resources or use of extra resources to accelerate the resolution of a fault. Incidents are escalated to the next level of management at specified time intervals based on the severity of the incident.

Conclusion

On the previous pages, we have illustrated our capabilities in response to the RFI. This document specifically details how Time Warner Cable could leverage our on-going investments in Kentucky to meet the technological needs of current and future business, public and educational institutions as well as residents throughout the region.

We feel that we have addressed your request with information regarding network solutions and innovative technologies. Our infrastructure is well positioned to meet your current network needs and could accelerate the deployment of high bandwidth next generation solutions that facilitate innovation and creativity which will result in economic growth and job creation.

While our unique advantage is an existing carrier class, wholly-owned, and reliable network, we also pride ourselves in our Kentucky based employees that strive to truly meet your needs and exceed your expectations. TWC has been servicing Kentucky for over 10 years, employs more than 2,000 Kentuckians which makes us committed to furthering our relationships and invested in the success of Louisville.

Please do not hesitate to contact us with any questions you may have about any aspect of our capabilities and our company. I look forward to that discussion – and your entire TWC team is ready to serve your communications needs.

APPENDIX A

Confidentiality Statement

The undersigned, on behalf of Time Warner Cable (“Respondent”), executes this Confidentiality Statement (“Statement”) as of the 31 day of January, 2014.

Background:

Respondent is considering whether to respond to the Request for Information (“RFI”) issued by Louisville/Jefferson County Metro Government (“LMG”), regarding the construction and operation of a broadband network. In order to assist Respondent in its preparation of its response to the RFI, LMG will provide Respondent with certain non-public information (“Confidential Information”) about the city’s infrastructure. The Confidential Information includes but is not limited to, a map or maps of Louisville, showing existing lit and dark fiber, water and sewer openings, underground freight tunnels, and other sub-surface infrastructure of the city that, for security and safety reasons, is not publicly available.

LMG considers some or all of the Confidential Information to be exempt from disclosure pursuant to the Kentucky Open Records Act and/or other laws or regulations relating to critical infrastructure information. However, in the interest of cooperating with Respondent and its exploration of possibilities relating to the RFI, LMG is providing the Confidential Information with the understanding that it will be used only for the purpose of responding to the RFI, and will under no circumstances be distributed publically without the express written permission of LMG.

Respondent understands that in discussing and providing Confidential Information to Respondent, LMG does not waive any exemption(s) or privilege(s) from disclosure that it otherwise possesses under the Kentucky Open Records Act, or under any other state or federal law or regulation.

In recognition of the benefits to Respondent of receiving Confidential Information from LMG, Respondent will undertake the following obligations with respect to the Confidential Information:

Respondent’s Obligations:

1. Respondent will maintain the confidentiality of the Confidential Information whether transmitted in writing, verbally, or electronically.
2. Respondent will only have a duty to protect Confidential Information if it is disclosed in a manner in which Metro Government reasonably communicated, or Respondent should reasonably have understood under the circumstances, that the disclosure should be treated as confidential, whether or not the specific designation “confidential” or any similar designation is used.
3. Respondent may use Confidential Information only for the purpose of responding to the RFI. Respondent will use a reasonable degree of care to protect the Confidential Information and to prevent any unauthorized use or disclosure of Confidential Information. Respondent may share the Confidential Information with its employees, directors, agents or third party contractors who need to know it and if they have agreed with Respondent in writing to keep the information confidential.

Respondent will promptly notify LMG of any unauthorized access to Confidential Information of which Respondent becomes aware.

4. Consistent with applicable Kentucky privacy laws, and subject to the provisions of the Kentucky Open Records Act, Respondent shall: (a) protect all Confidential Information using the same practices it uses to protect trade secrets, (b) notify LMG immediately upon receipt of a request if Respondent believes a response to a request requires the disclosure of Confidential Information and (c) immediately provide LMG with a copy of any request by a third party seeking inspection and copies of such Confidential Information from Respondent. Respondent may disclose Confidential Information by subpoena or otherwise when compelled to do so by law if it provides reasonable prior notice to LMG unless a court orders that LMG not be given notice. However, LMG may oppose release at LMG's expense. Respondent must provide assistance to LMG in opposing the subpoena or request.
5. Confidential Information does not include information that (a) was known to Respondent without restriction before receipt from Metro Government; (b) is publicly available through no fault of Respondent; (c) is rightfully received by Respondent from a third party without a duty of confidentiality; or (d) is independently developed by Respondent.
6. Respondent will make copies of the confidential Information only as reasonably necessary for Respondent to engage in the purpose of responding to the RFI. Because Confidential Information is confidential for public safety or security reasons, all copies of such information including the original(s) must be returned to LMG or destroyed when no longer needed for the purpose of responding to the RFI. However, in no event are copies to be retained longer than one year from the date of this Statement unless otherwise permitted by LMG in writing.
7. Respondent understands that LMG is under no obligation to proceed with any business transaction with it.
8. Respondent understands that it does not acquire any intellectual property rights to the Confidential Information except the limited rights necessary to use the Confidential Information for the purpose of responding to the RFI.
9. By accepting the Confidential Information, Respondent understands and acknowledges that the exclusive venue for any dispute relating to it shall be the state courts of Kentucky or the U.S. District Court for the Western District of Kentucky, Louisville Division, and that its obligations with respect to the Confidential Information will be governed by the laws of the State of Kentucky, including its conflict-of-laws principles.
10. Respondent represents and warrants that its undersigned officer has full authority and capacity to execute this Statement on its behalf.



By:
Name: Ellen Call
Title: Director, Governmentt Relations